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December 2000

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Produced for the employees of the Region

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Working for you

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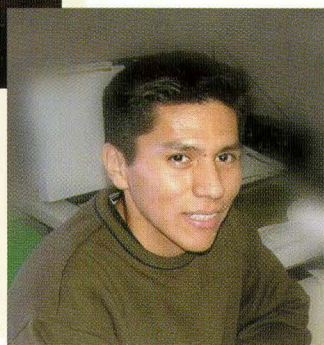
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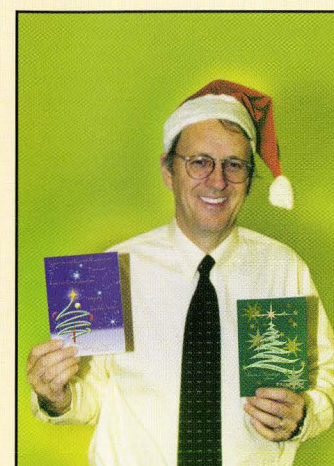
Retirement is grand, says Dale Pawlitza, who retired from Human Resources last year. Check out her story.

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Message FROM THE CAO



CAO Roger Maloney proudly displays the Region's new holiday greeting cards.

I would like to wish all Regional staff members a happy and festive New Year and congratulate you on your excellent work on behalf of all those who live and work in Peel. Thanks to you, we entered the new Millennium on an extremely high note. In the wrap-up year of our current strategic plan, Beyond 2000: Directions for Peel's Future, many noteworthy accomplishments were undertaken to achieve the five Goals and 39 Strategic Directions that we outlined for the Corporation's growth.

Over the past three years, our five Goals have evolved into intrinsic motivators. We've put our hearts into making these Goals into a reality. Now, we are well-positioned to move into the next phase, where we more closely define the actions we will undertake to make the Goals even more tangible to the Corporation and the citizens we serve.

With every new term of Council comes a new Strategic Plan for the Region of Peel. Each Strategic Plan builds on the achievements and momentum of its predecessor. This time, our goal will be to create a plan that is more measurable than any previous plan. Our new Plan will be much more tactical, and you will play a key role in shaping it. We have established a staff Strategic Plan Workgroup, with representation from all departments, including Peel Regional Police, to guide the creation of the new Strategic Plan. The Workgroup will call on all Regional staff to provide suggestions, ideas, comments and questions, so that, together, as a Region, we can develop our strongest, most action-oriented Plan to date.

Have a happy and safe holiday season.

Roger Maloney
Chief Administrative Officer



Coming soon...an improved system for employee absence tracking

In January 2001, the current Corporate Attendance Module (CAM) for employee absence tracking will be replaced with a new Peoplesoft solution - Exception Time Reporting (ETR).

Peoplesoft is a widely used Human Resources Management System that is recognized around the world. ETR represents the first step toward providing self serve capabilities right on the desktop for a variety of employees' requests.

ETR is much more efficient and

reliable than CAM, which is obsolete technology, expensive to maintain, and highly error-prone.

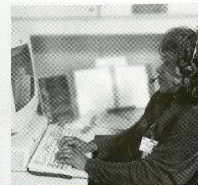
"There are many benefits to using ETR," says Brenda Pelletier, Manager, Business and Administration, Human Resources. "ETR is a superior system that tracks and reports employee attendance easily, efficiently, and cost effectively."

Next Steps

Managers and supervisors will be able to participate in hands-on

Please see HR Update pg. 9

Peel's success story: THE GOOD NEWS ABOUT ONTARIO WORKS



by Samantha Frost

Peel's Ontario Works division has a history of breaking ground and delivering top-notch service to residents seeking employment. In 1975, Peel was the first municipality in Canada to initiate direct deposit payments to eligible social assistance recipients. Twenty-five years later, Ontario Works in Peel remains on the leading edge of service delivery, not only to Peel residents, but to social assistance applicants in Central West Ontario, as well.

For the past two years, Peel has operated a Financial Assessment Unit (FAU). Ontario Works in Peel Director David Szwarc describes it as "a mix between a call centre and an on-line help desk." According to Szwarc, the FAU provides fast, but in-depth assistance to people seeking financial assistance. This past spring, Peel successfully won the opportunity to manage the call centre for Central West Region (Dufferin, Halton, Peel, Waterloo and Wellington) – one of seven regional centres in Ontario. Under the new system, Central West Region

residents calling their local welfare office seeking financial assistance are now transferred to Peel's regional call centre to begin the application process.

Commissioner of Social Services Paul Vezina is pleased the province selected Peel as one of the regional call centres, or intake-screening units. "Our success in managing Peel's FAU for two years gives us the chance to expand the model and provide service to Central West Region," says Vezina.

Breaking New Ground

Peel's three-step process breaks away from the standard way of determining financial eligibility. With Peel's model:

1. The Intake Screening Unit (ISU) provides telephone screening to determine applicants' financial eligibility for social assistance up-front and then co-ordinates emergency intervention services as required. This is a change from an intake worker collecting basic information over the telephone, then a Caseworker meeting with the applicant to determine financial eligibility.

2. Eligible applicants in Peel attend a

mandatory pre-employment workshop before receiving financial assistance. Currently, pre-employment workshops are not mandatory in Central West Region. The provincial government is now making pre-employment workshops mandatory.

3. Eligible applicants meet with Caseworkers to verify financial eligibility and have case plans developed.

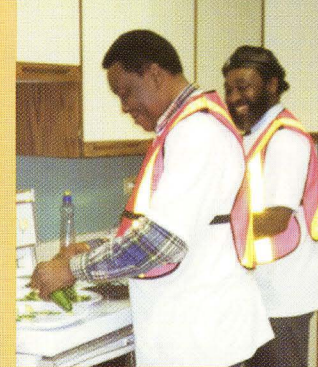
Inter-departmental Partnerships Make ISU a Success

The Region's Information Technology (IT) Services and Business Solutions staff and Property Services staff each played a key role in making ISU a success. IT upgraded the telephone system and implemented telephony software to queue and route incoming calls to other call centre destinations and integrated Ministry software with Peel's applications.

Property Services staff quickly located and transformed a 3,000 sq. ft space into a comfortable home for the ISU employees.



Peel's Intake Screening Unit.



Transhelp workers Mel McLean and Enea Baliva demonstrate their cooking skills during the BBQ preparations.

Driving for EXCELLENCE

By Tatiana Golovanova

On a sunny day last June, Marion Blace's brand new car collided with another vehicle. Luckily, she was not badly injured. Transhelp driver Bharat Sood, who happened to be close to the accident scene, immediately offered his assistance and stayed with the woman until police arrived.

Later in her thank-you letter to Transhelp, Mrs. Blace wrote: "I was very upset and Bharat tried to calm me down. He was so kind and compassionate. I want him to know how much I valued his assistance that day."

"It's a very good feeling to know that what we are doing is appreciated. In the future, we will continue serving the residents even better. We are honoured to be selected." Joan Tavares, Customer Service

Bharat and other Transhelp employees are often called the eyes and ears of Peel, and they are truly public

servants in the best and broadest sense of the term.

Transhelp, the Region's transportation service for people with disabilities, is well known in Peel for its excellent service and dedicated staff. Transhelp's white-and-blue buses travel across the Region carrying passengers to their many destinations, including hospitals, shopping malls and work. The division currently services 1,732 Peel residents.

"It's nice to be recognized by the National Quality Institute and to be the pioneers. As the Region grows, we serve more customers. I am proud of our quality service." Richard Tawton, Transhelp Operator

This year is very special for both Transhelp and the Region. In September, the division was presented with the Progressive Excellence Program Award from the National Quality Institute, an organization whose goal is to research, assess and recognize organizational excellence.

Transhelp employees are also proud of their new mission statement, which reflects their strong commitment to improving the service. It states: Transhelp – A Quality Regional Service: "Working together to enhance the lives of those unable to use conventional transit." The statement was developed by the group of Transhelp employees and the members of Transhelp Advisory Committee.



NQI President Dan Corbett (left) presents Transhelp with a special plaque. Regional Chair Emil Kolb and CAO Roger Maloney were also on hand to personally thank Transhelp staff for their commitment to providing excellent service to Peel residents.

Transhelp employees celebrate receiving their NQI Award at their Staff Appreciation Day on Oct. 4.



The Region's Shift workers: Getting The Job Done While Others Sleep

By David Hodkin

It's 5 p.m. For many of us, that means another day, another dollar – after taxes. For other Regional employees, five o'clock in the afternoon signals a rise from bed, two eggs over easy, and the start of a new work day.

These folks are among the shift workers and on-callers whose p.m.'s are a.m.'s and whose midnights are noons. They work after the sun sets to repair broken water-mains, take care of the Region's long-term care facility residents, patrol the streets for crime, get the critically-ill to the nearest hospital, clear Regional roads of snow and save the Region's computer systems from nasty viruses. They are the Region's after-hours heroes.

Nick Tassone is one of these dedicated workers. A 25-year veteran of the Region and Sub-foreperson, Wolfedale Yard, Public Works, Nick is responsible for sewer and watermain repairs and construction, new installations and sanitary water service. Depending on the emergency call, Nick can work up to 16 hours at a time.

When asked how he stays awake, he replies, "You just have to keep moving until the job is done. And the job must be 100 per cent accurate – workers have to finish the job so they don't need to make a second trip for repairs."

Who you gonna call to investigate environmental pollutant spills? Elaine Gilliland, Spill Buster, that's who. Elaine is one of five Regional Spill Co-ordinators who rotate being on-call to handle reports of spills and other environmental emergencies.

When a middle-of-the-night emergency call comes in, Elaine jumps into her clothes, grabs her safety shoes and maps and drives to the spill scene with the windows down and the music cranked up – all the while consuming vast quantities of cola and slurpees.

Sgt. Sean Lawson, 22 Division, is a 16-year veteran of Peel Regional Police. He offers some insights into a night in the life of a police officer:



- The majority of calls come between 6 p.m. and 5 a.m., especially Thursday through Saturday nights.
- Calls range from burglaries (mostly businesses) to alcohol-related offences.

- Weather governs much of night-time activity. The number of calls drops during bad weather – 4 a.m. in January is one of the quietest times of the year.
- Sunday nights yield a high volume of domestic dispute calls.
- Halloween is one of the busiest nights of the year, with high numbers of traffic incidents, burglaries and muggings. Wearing a mask makes people bolder.



Nina Curin finds that working at night offers lots of opportunities to use critical judgement as she deals with complex care issues of the residents. Nina is a full-time, in-charge Registered Nurse on nightshift at Peel Manor long-term care facility.

"On a personal level, working nights gives me more time to spend with my family and pursue personal educational interests," says Nina.

Carlos Leon will tell you there is nothing like a little emergency to stress out a rookie employee. On the job for just a few nights as a Senior Computer Operator, Carlos was busy conducting system back-ups when the third floor at 10 Peel Centre Dr. became abuzz with loud beeps. The Uninterruptible Power Supply (UPS) had kicked in. Carlos thought it was his doing and had visions of pink slips and unemployment lines.

Unbeknownst to him, a construction crew had knocked out the building's power, hence kicking in the UPS.

Steve Van De Ven, Carlos' supervisor, happened to be using the bank machine on the lower level and came up to help shut down the servers and start calling clients to let them know their systems were okay. As luck would have it, Steve's cell phone was dead, so they had to make the calls from a Bell pay phone. "Oh, yes, that was a long night," sighed Carlos. Phew!

Jody Kernichan is one of the Region's Primary Care Paramedics. Jody provides emergency and pre-



hospital care to the sick and injured.

What can be more memorable than helping to bring a life into this world? That's what happened to Jody one night at 4 a.m. It was his first baby delivery. When babies aren't

jacking up the adrenalin levels, Jody stays alert with lots of cola and food.

A heavy snowfall in December looks great on Christmas cards and from the seat of a toboggan, but not always from the inside of a vehicle. Thanks to the Region's Public Works employees and additional contractors, morning drives on Peel's 1,400 lane kilometres of Regional roads are generally trouble-free. Ready-to-go drivers will hop into plows and sanders to clear roads, hills, curves, inter-sections and bridges and can be called at any time during the night.

It's fortunate for Peel citizens that dedicated employees like Nick, Elaine, Sean, Nina, Carlos and Jody are standing by to keep the world out of harm's way while the rest of us sleep. That is, of course, until the sun rises and we get the baton passed back to us. Well... what goes around comes around!

Ten truths (or not) about shift work:

1. The coffee pot gets shoved under a table. The java tank gets forklifted in.
2. The coffee fund has become large enough to finance new cars for your entire team. ALL of you choose java over new wheels.
3. Your coffee break at the all-night Tim Horton's has become a religious experience.
4. You've changed your yoga mantra to, "Double double, single double, single single, black..."
5. Mid-shift is always signaled by a loud boom – that's the guard in the security booth hitting the intercom mike as he's jolted awake by the TV test pattern.
6. You know you've worked the night shift too long when number one on your Christmas wish list is a Dracula poster.
7. A truck could run into the side of your house and you'd sleep through it. In fact, yesterday afternoon you awoke to a Peterbuilt sign hanging from the ceiling light and a trucker beside the bed explaining, "I turned right instead of left."
8. Your speaking ability has been reduced to, "Oooh-oooh-oooh. " You develop a wide-eyed blinking habit. Passersby address you as the, "Great White Owl."
9. There ARE bats in the belfry and you've named them all.
10. You refer to day-world people as "their kind."

SHIFT WORKERS - STATS AND FACTS

- Over 1.7 million Canadian dual-earner couples work full time - 40 per cent of these couples have at least one partner working shift. (Source: Statistics Canada, 1995)

Literature* suggests shift workers experience:

- sleep disturbances
- increased smoking
- higher body mass index
- higher incidence of cardiovascular disease
- reproductive health problems
- poorer nutritional habits
- not enough family time; missed special events and meal times
- increased chance of unintentional injury

*Public Health Research, Education and Development, Sudbury and District Health Unit Globe and Mail (adapted from The Wall Street Journal)

Use these tips from Peel Health to reduce the negative effects of shift work:

- Protect your sleep by blocking out noise and keeping your sleep routine as regularly as possible.
- Avoid caffeine, alcohol and greasy foods within five hours of sleep.
- Schedule regular meals, a minimum of three in each 24-hour period and follow *Canada's Food Guide to Healthy Eating*.
- Take time to wind down and get rid of work-time stress by finding what is best for you personally to help you relax.
- Be active by participating in regular physical activity and following *Canada's Physical Activity Guide to Healthy Active Living*.

Note: Employees can obtain copies of *Canada's Food Guide to Healthy Eating* and *Canada's Physical Activity Guide to Healthy Active Living* by calling Health Line Peel at 905-799-7700 and requesting copies.

It's 2:15 in the afternoon and I am waiting for Dr. David McKeown, Peel Region's Medical Officer of Health (MOH), to finish his interview with CBC Radio about the recently launched Breathing Space Campaign. An experienced spokesperson, he is poised, well-prepared, confident and to the point. The interview goes overtime and, when we finally sit down to talk, I am warned that, I have only 30 minutes – Dr. McKeown has a conference call at 3 p.m. sharp.

So, who is the Region's MOH and what does he do?

Dr. McKeown has been working in the public health arena for many years. A medical graduate of McGill University with a Fellowship in Community Medicine, he also holds a Masters

degree from the University of Toronto. Before joining Peel Health's team in 1998, he was the MOH for Toronto and East York. He also consulted for a variety of health organizations.

The job of the MOH is a challenging one to say the least. To simplify, it has three main components. Dr. McKeown ensures the programs and services provided by Peel Health meet the needs of Peel residents. He is also a health policy advisor to Regional Council and, in times of crisis, such as outbreaks and environmental hazards, has the authority to take necessary actions to protect the health of the public.

"As a Region, we are accountable to our citizens to help them stay in good health," says Dr. McKeown. "Peel's rapid economic growth and development, as well as multiculturalism, bring many challenges for the health department. And it is my job to ensure we have the right programs to meet them."

Health and well-being of Peel is immensely important to Dr. McKeown. He has a wealth of knowledge about public health issues in Peel and a good understanding of what it takes to handle them.

"Peel's public health is in pretty good shape," he says. "To continue

staying healthy and safe, we must take proactive and preventative approaches in managing complex issues, such as environmental hazards, food safety, children's health and development, AIDS and many others."

A high-profile public figure, Dr. McKeown is well known in the Peel and Greater Toronto Area communities and is often invited to be a guest speaker at conferences and events. He is also a frequent visitor to St. Petersburg, Russia, as a volunteer to help plan and implement the country's AIDS program.

"I enjoy sharing my knowledge and the Region's practices with other health professionals in Canada and abroad," says Dr. McKeown. "Travelling and presenting give me opportunities to meet with my colleagues to learn more about their programs and to stay up-to-date on current community health issues and trends."

From speaking with Dr. McKeown, it's obvious how passionate he is about his job. He exemplifies confidence and trust. A caring doctor with a good sense of humour and a big heart, Dr. McKeown is an advocate to better the lives and health of Peel citizens. We are fortunate to have him aboard.

Looking after the Region's Public Health

By Tatiana Golovanova

Can you honestly say YOU HAVE NEVER RUN A RED LIGHT WHILE DRIVING?

By Donna Kell

If you can say you've never run a red light, pat yourself on the back. If you can't, you're not alone.

Statistics show that, in 1997, more than 48,000 collisions took place at signalized intersections operated by municipalities in Ontario. Some of those collisions are the result of red light running.

"We are about to turn on red light cameras at Regional intersections," said Mitch Zamojc, Commissioner of Public Works. "We hope the cameras will prove to be an effective enforcement tool to support traditional police action against red light violations."

The Region of Peel is working with five other municipalities on a two-year pilot project to reduce red light running. The program, which began in November 2000, involves stepped-up police presence at six Peel Regional intersections and red light camera installation at another six intersections.

Peel, Toronto, Hamilton-Wentworth, Ottawa-Carleton, Halton and Waterloo Regions have worked together on the pilot program, since 1998.

"The technology is quite new, and many details needed to be ironed out with the process," said Jim LeSarge, Supervisor of Traffic Signals and Systems and Chair of the six-municipality technical committee. "We wanted to be certain that the red light cameras complied fully with traffic law and are ready to go."

In September, the Region launched an advertising campaign using radio and bus advertisements to deter red light running to help prepare drivers for the cameras.

Fines for having your vehicle captured in a photo will cost \$190 and will arrive at a vehicle owner's home by mail. The Cities of Mississauga and Brampton will collect the fines.

Meanwhile, hopes are high for the Intersection Safety Program to Reduce Red Light Running, Zamojc said. "This may be an opportunity to save lives and reduce injuries caused by collisions."

For exact locations of intersections with red light cameras, please visit the Region of Peel Web site at www.region.peel.on.ca/pw/roads

Members of Regional Council and staff launch Peel's Intersection Safety Program to Reduce Red Light Running.



Regional Chair Emil Kolb unveils a red light camera at a Peel intersection.

HR Update continued from pg. 3

ETR training sessions taking place early in January.

CAM will be terminated on December 31, to make way for the implementation of ETR on January 8, 2001.

Stay tuned to Pathways for regular updates. Questions and comments can be forwarded to Brenda Pelletier at 905-791-7800, Ext. 4737, or at brenda.pelletier@region.peel.on.ca

High Expectations for High/Scope

Pre-school curriculum prepares children to be successful adults

By Bonnie Shulman

On a warm September day, red and gold leaves are the educational tools stirring the mind and the senses of the kindergarten class in the Greenbriar Child Care Centre. Some five-year-olds sit around a table, each with their own scissors, markers, glue, paper, and leaves. What they do with the leaves is up to them. If a child gets discouraged, a highly-trained Region of Peel teacher is there to encourage and provide developmentally-appropriate activities that will steer a child back into the spirit of learning, creativity and participation.

"Children are learning to make their own choices," says Joanne Pattison, Supervisor of the Greenbriar Child Care Centre. "They are developing an intrinsic motivation that will serve them throughout their lives."

Daily Routine

Each day follows a similar schedule, based on a simple three-step process: plan, do, and review. Children make plans, follow through on them, and reflect on their experiences with their teacher and the other

children. Teachers record notes on children's behaviours, experiences and interests to assess each child's development and plan activities to encourage their growth.

The High/Scope Foundation

High/Scope emanates from the High/Scope Foundation, an independent non-profit research, development, training and public advocacy organization located in Ypsilanti, Michigan. The Foundation's principal goals are to promote the learning and development of children worldwide and to support and train educators and parents as they help children learn.

The Region's Child Care Centre supervisors are studying High/Scope at Sheridan College, site of Canada's only High/Scope Teacher Education

Centre. All supervisors will be certified High/Scope lead teachers in September 2001, and all Region of Peel Child Care Centres will become certified High/Scope facilities.

"The Region of Peel

will be the leading High/Scope institution in Ontario," says Lorna Reid, Director of Children's Services. "No other child care provider in the province has gone to the extent that we have to provide our supervisors with High/Scope training. We are proud to be a leader, certainly, but we're especially proud to be providing children in our centres with a head start."

Active Learning

At the heart of High/Scope is a concept called active learning. "Active learning works because it encourages children to learn out of interest, and to pursue goals that come from within," says Pattison.

To help children remain self-motivated, High/Scope teachers avoid praise and rewards, as these are external motivators that set up a competitive environment. High/Scope environments eliminate competition from a child's day, thus enabling all children to feel valued. This environment helps build all the children's self-esteem.



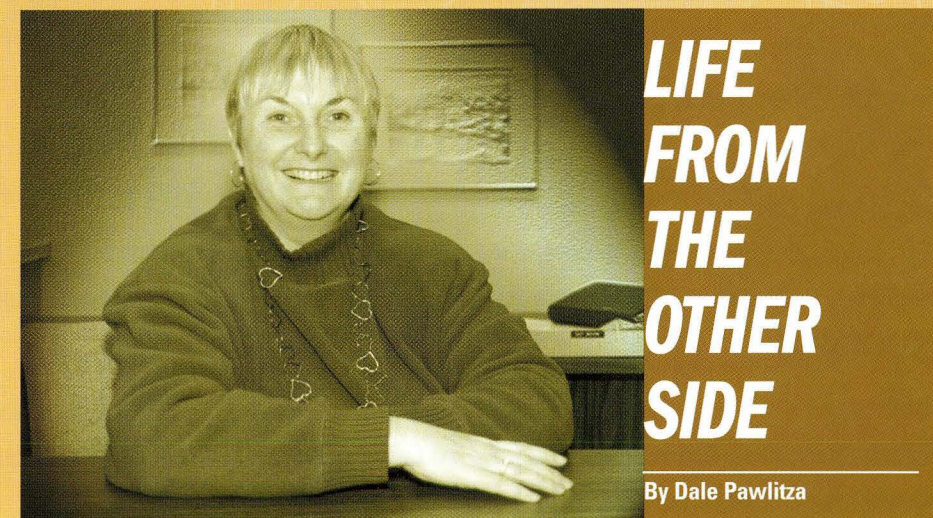
New approach to early childhood education

Now, if this doesn't remind you of your own kindergarten experience, you are not alone. Teaching methods for early childhood have changed dramatically in the last 20 years. "The problems of tomorrow can no longer be solved by going back to basics," Pattison explains. "In today's world, we need creative thinkers and problem-solvers. High/Scope encourages children to make their own decisions and follow their hearts. At this early stage, children are learning to be their own person. What better preparation can we provide for them to be strong, motivated, successful adults?"

"High/Scope fits in well with the Region's own values towards early childhood education," summarizes Reid. "We have always encouraged parents to visit the centres and become involved. High/Scope takes that one step further, because many of the activities that High/Scope teachers do in the classroom can be done at home. Through High/Scope, parents can learn from teachers, and through the interaction that we encourage, our teachers learn from parents. More than ever, we are partners in each child's success."



Dale Pawlitza retired from Human Resources last year. Here is her story about...



LIFE FROM THE OTHER SIDE

By Dale Pawlitza

My retirement since June 1999 has been really GRAND. I spent my first fabulous summer in retirement on Georgian Bay, no longer having to be just a weekend sailor. Instead, we had the time to just mosey from place to place for three months. Then, between September and Christmas, we enjoyed a motor home trip across Canada and down the spectacular United States West Coast.

After being home for Christmas, we were off on an adventure of a lifetime – an around-the-world trip! With only a backpack in tow, we covered 46,400 km and 15 countries. And, no, we weren't sailing as we found that nothing takes to weather like a 747!

Each day was a new adventure – we hiked to a crater in Maui, whale watched on the NaPali coast, swam with the dolphins in New Zealand, kayaked in the Abel Tasman Park,

hiked in the forest with wild monkeys in Bali, bartered in Thailand, and enjoyed the midnight sunsets and pubs in Ireland.

We met so many wonderful people along the way – all friendly, helpful and wanting to share their ways of life. We were fascinated by their cultures, shared in their local customs and tried out interesting, and, sometimes, unusual food.

Our accommodations were mainly hostels and small hotels. We soon found our priorities and needs changing – a five-star accommodation had become one with sheets and a washroom on the same night.

Here we are at fall again, after living on the boat for our second summer and enjoying beautiful Georgian Bay. We are excited about travelling next spring to find out what new adventures and experiences await us. So my new motto is work hard and play hard! The returns are great.

It would be great to hear from you at pawlitza@hotmail.com

Past Events

September 7-11

Region celebrates the 9-1-1 Awareness Week

September 11

Grey Box collection for paper products began in Peel Region

September 14

The Paul Schram Memorial Award was presented to the 2000 Emergency Communicator of the Year Chris Moffatt

September 14

Transhelp is presented with the Progressive Excellence Award from the National Quality Institute

October 5, 6, 7

Public Works, Ontario Works and Information Technology participated in the Public Sector Quality Fair at Queen's Park

October 17

Ontario Works launched Intake Screening Unit

October 26

Region launched the Peel Regional Ambulance Services

November 20

Peel Health in partnership with Children's Services launched a unique Parenting Journal

November 20

Region launched the Red Light Camera program



THINKING ABOUT MAKING A NEW YEAR'S RESOLUTION? Don't forget that Regional employees can enjoy Corporate discounts on memberships at many of the finest facilities in the Region. Check the Healthy Workplace link on the Human Resources site on Pathways, or contact Judy Morgan, Public Health Nurse, 905-791-7800, Ext. 4145.

get fit in
2001